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U.S. PATENT DOCUMENTS

Initial*	Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate

FOREIGN PATENT DOCUMENTS

	Document Number	Date	Country	Class	Subclass	Translation	
						Yes	No
M.G.	EP 1041801 A2	10/4/00	Europe				
M.G.	EP 1041801 A3	11/2/00	Europe				
M.G.	EP 1026871 A2	8/9/00	Europe				

OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	Author: Miura, A. Pages: 839-48 Date: May 1999
	Title: A study of advanced IN services using interactive voice response.
M.G.	Author: Olympia, P.L. Pages: 55-56, 76 Date: Jan 1, 1996
	Title: DBMS-oriented interactive voice response
M.G.	Author: Grover, G.S. Pages: 13-22 Date: October 1997
	Title: Interactive voice response system.

Examiner

Matthew Dezonno

Date Considered

4 March 2005

*Examiner:

Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

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